

**Report to the Legislature**  
Health Care Services Contract Payments/Status and  
Prisoners Health Care Quality Assessment Report  
**July 1, 2003**

**Sec. 902. (1)**

Correctional Medical Services, Inc. (CMS) continues to provide quality services to prisoners and to pay vendors in a timely manner.

**Status of Payments:** The DOC Office of Fiscal Management annually audits CMS payment timeliness and accuracy of CMS claims payment information. The last audit showed that the vast majority of clean vendor claims (complete and with authorization codes) are paid within 45 days. High dollar amount vendors are pre-paid by CMS with adjustments quarterly. Monthly reports are received by the DOC detailing the status of all claims. Disputed claims (those with missing information or without authorization codes) continue to be handled expeditiously by CMS.

**Status of Contract:** The contract extends until April 1, 2005. The Department is still receiving significant cost savings (conservatively estimated at \$9.4 million a year) and has improved the fill rate in physician and mid-level providers serving the Department to above 95% on average. Offsite referrals for medical care have decreased from an average of 2500 per month to 1500 per month providing additional spin-off savings due to reduce custody transportation/security costs.

**Assessment of Prisoner Health Care Quality:** Quality is monitored through several internal mechanisms. The Department has an extensive internal Performance Improvement system in place in health care services. Extensive monitor of direct and indirect services takes place by qualified health professionals employed by the DOC. Investigation of prisoner grievances, family complaints and issues brought to the DOC by legislators have assured that the quality of services provided by the Contractor meets DOC expectations. Lawsuits are on the decline since initiation of the contract.